

Program Manager, Member Experience & Engagement

<p>Only open to candidates residing in California</p>	<p>Opportunity to make a difference in your community</p>	<p>Position not eligible for sponsorship</p>
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In collaboration with other HPSM teams and HPSM’s member community, the Program Manager of Member Experience & Engagement is responsible for the ongoing development of HPSM’s Member Experience & Engagement Strategy and implementation of associated initiatives. Continuously monitors HPSMs progress and identifies Member Experience related improvement opportunities through an ongoing assessment, planning, implementation, and evaluation process.

Position overview

- Develop strategic and tactical plans and drive implementation of initiatives to support member experience and engagement and increase overall member satisfaction
- Lead the development of an organizational intended member experience that aligns with HPSM’s mission, vision, and values; Cascade and socialize this intended experience throughout the organization.
- Lead Member Experience & Engagement Committee and ensure collaboration and communication between various stakeholders, including member facing and member adjacent departments
- Lead or serve as the primary staff liaison to member committees such as the Consumer Advisory Committee and Member Advisory Committee, including agenda and meeting material preparation, coordination of presentations and reporting, action item follow-up, and identification of initiatives based on committee feedback.
- Develop and direct the implementation of annual and long-range goals and objectives related to improving member experience, increasing member engagement and integrating member voice.
- Develop and oversee a centralized process around ongoing member experience measurement.
- Analyze and trend measurement experience measures to inform organizational strategy, prioritization, and decision-making throughout levels of the organization.
- Plan and oversee the implementation of a variety of qualitative measurement inputs and member feedback strategies such as member surveys, focus groups, interviews, etc.
- Oversee, develop, and maintain policies related to member engagement (e.g., member compensation).
- Lead member engagement and recruitment efforts for member advisory committees and other pathways for member and community input.
- Serve as a subject matter expert for best practices in member experience and engagement; remain up to date with industry trends related to member experience and experience measurement; participate in a variety of interdepartmental committees and workgroups, bringing the “voice of the member” to the forefront of decision-making.
- Continually update the organization on member experience-related activities and measurement results.
- Maintain an organization-wide workplan and inventory of member experience and engagement related projects, activities, goals, and results.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don’t need to meet every requirement to apply.

Education and experience

- Bachelor’s degree or equivalent work experience in Behavioral Science, Public Health, Health Care Administration, Business, Social Services, Humanities or Policy. MPH, MPA or similar degree preferred.
- Three (3) years of experience in public health or healthcare setting, working with diverse populations, project management or program development and evaluation. Experience with Medi-Cal and Medicare programs/members preferred.

Knowledge of:

- Consumer Experience Management and community engagement strategies, concepts, and terminology
- Organizational change skills with a focus on driving for results.
- Project management, program evaluation and consulting skills.
- Qualitative research, survey design and evaluation methods.
- Member Experience measurement such as CAHPS or other member satisfaction survey tools

Ability to:

- Facilitate meetings, workgroups, committees
- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Communicate effectively, both in writing and orally, as well as possess a high level of attention to detail.
- Make presentations to internal and external audiences and represent the HPSM in a positive manner.
- Communicate and present complex data and concepts in a manner that is easily understandable to a wide range of audiences.

Key Skills:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Communicate effectively and produce well-organized and informative assessments, reports and presentations.
- Communicate effectively, both verbally and in writing.
- Implementation of strategies to engage with diverse communities or vulnerable populations
- Apply intervention planning methodology to improve member experience and satisfaction.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.